

**IOWA INSURANCE DIVISION
STRATEGIC PLAN
FY 15**

Iowa Insurance Division Vision-Finding ways to build upon our tradition of excellence.

Iowa Insurance Division Mission-The Iowa Insurance Division shall protect consumers through consumer education and by effectively and efficiently providing a fair, flexible and positive regulatory environment.

GOALS

1. Align with Governor's goals where applicable

- A. Create 200,000 jobs
- B. Increase family incomes by 25%
- C. Reduce cost of government by 15%
- D. Make Iowa schools best in the nation

2. Maintain status as effective regulator at NAIC

Strategy

- A. Work with NAIC to perform a pre-audit prior to accreditation review in 2017
Measures: Achieve all standards to maintain accreditation

3. Protect Iowa consumers

Strategy

- A. At point of sale
Measures: Ensure products and producers are properly licensed
- B. By ensuring the solvency of Iowa's insurance companies
Measures: Number of insolvencies
Retention and recruitment of staff with proper expertise as examiners and analysts
- C. Through proactive outreach on insurance and investment fraud
Measures: Number of consumer-oriented press communications
Number of events hosted discussing fraud
New website

4. Elevating key issues and training staff

Strategy

- A. Develop process for key issues to be prioritized
Measures: Staff is informed and using the process
Managers are following up on the information
Resources and staff are strategically redirected as priorities change or are completed.

Training for staff is made available as needed to complete priorities.

5. Staff and personnel

Strategy

A. Identify key roles in the Division

Measures: Ensure day to day operations do not cease if an unexpected absence occurs. Cross-train as much as possible.

B. Evaluate skills for regulatory job at hand

Measures: Modify and/or implement training or certification needs based upon any known skill deficits

C. Follow up/assess current training and instruction

Measures: After training and instruction, ensure IID staff is aligning time, resources, abilities, expectations and goals.